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The National Do Not Call Registry

How do I put my number on the National Do Not Call Registry?

You can register online at www.donotcall.gov or by calling from the number you want to register, toll-free at 1-888-382-1222, TTY 1-866-290-4236. Registration is free.

How soon after I register will I notice a reduction in calls?

Telemarketers covered by the National Do Not Call Registry will have up to three months from the date you register to stop calling you.

If I choose to register my phone number, how will my information be used and disclosed?

Your phone number is stored in the National Do Not Call Registry so that [telemarketers and sellers covered by the FTC's rules](#) can remove your phone number from their call lists. Telemarketers are required to search the registry every three months and delete from their call lists phone numbers that are in the registry. Phone numbers in the registry may also be shared with law enforcement to assure compliance with federal and state law.

If you contact via the Internet, your email address will also be collected to confirm your registration request. Your email address will be stored in a secure manner, separate from your telephone number. Your email address will not be shared with telemarketers.

For more information about the privacy of your information, please see the FTC privacy policy at www.ftc.gov/ftc/privacy.

I have more than three personal telephone numbers. How can I register all of those numbers?

You may register up to three telephone numbers at one time on the National Do Not Call Registry Web site. You will receive a separate confirmation email for each number you wish to register online. You must open each email and click on the link in each one to complete the registration process. If you have more than three personal telephone numbers, you will have to go through the registration process more than once to register all of your numbers. You can register your cell phone number.

You can register only one phone number each time you call the National Do Not Call Registry, and you must call from the phone number you wish to register.

Can I register online if I do not have an active email address?

No. The online registration process requires an active email address. If you register online, you will be sent an email message with a link in it. Click on the link in the email within 72 hours to finalize your registration. If you do not have an email address, you can register by phone at 1-888-382-1222.

Are calls from political organizations or calls soliciting for charities covered?

Political solicitations are not covered by the TSR at all, since they are not included in its definition of "telemarketing." Charities are not covered by the requirements of the national registry. However, if a third-party telemarketer is calling on behalf of a charity, a consumer may ask not to receive any more calls from, or on behalf of, that specific charity. If a third-party telemarketer calls again on behalf of that charity, the telemarketer may be subject to a fine of up to \$11,000.

My number is on the National Do Not Call Registry. After I bought something from a company, a telemarketer representing that organization called me. Is this a violation?

No. By purchasing something from the company, you established a business relationship with the company. As a result, even if you put your number on the National Do Not Call Registry, that company may call you for up to 18 months after your last purchase or delivery from it, or your last payment to it, unless you ask the company not to call again. In that case, the company must honor your request not to call. If they subsequently call you again, they may be subject to a fine of up to \$11,000.

An established business relationship with a company also will be created if you make an inquiry to the company, or submit an application to it. This kind of established business relationship exists for three months after the inquiry or application. During this time, the company can call you.

If you make a specific request to that company not to call you, however, then the company may not call you, even if you have an established business relationship with that company.

Are telemarketing calls from overseas covered?

Yes. Any telemarketers calling U.S. consumers are covered, regardless of where they are calling from.

Can I register my business phone number?

The National Do Not Call Registry is only for personal phone numbers. Business-to-business calls are not covered by the National Do Not Call Registry.

How do I file a complaint for "do not call" violations?

You can file a complaint on the registry's website, www.donotcall.gov, using the File a Complaint page. You must know either the name or the phone number of the company that called you. You also must provide the date that the company called you and your registered phone number. You may provide your name and address, but it's not required for you to submit a complaint. You also may call the registry's toll-free number at (1-888-382-1222) to file a complaint (for TTY, call 1-866-290-4236).

Do not call complaints are entered into the FTC's Consumer Sentinel system, a secure, online database available to more than 1,000 civil and criminal law enforcement agencies. While the FTC does not resolve individual consumer problems, your complaint will help the FTC to investigate the company and may lead to law enforcement action.